

- Q-7** b) Define report along with characteristics of it. **(14)**
 Attempt all questions
- a) Which questions does little lamb ask to God? What are the answers of God?
- Q-8** b) What is non-verbal communication? Explain Gesture as a part of it. **(14)**
 Attempt all questions
- a) Draft a complaint letter for damaged parcel of scanners you received.
- b) Why do people gather at poet's home? What are their reactions for the incident?

